

Media release

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New customer service trial at Sydney Airport.

The NSW Taxi Council and Sydney Airport have united to trial a new customer service initiative to promote the multiple hiring of taxis in peak periods.

From today, Multiple Hiring Coordinators will be on-hand at the Domestic Terminals to assist rank officials cope with peak demand by passengers. Rank officials just need to call them over and they will start grouping passengers who are heading in the same direction.

'It's an initiative that we are grateful is being supported by Sydney Airport and the Ministry of Transport, because it will result in better service for customers by shortening queues and helping hardworking drivers to get multiple jobs. We are proud to be financing a three month trial,' said Howard Harrison, CEO of the NSW Taxi Council.

Sydney Airport General Manager Property Development, Colin Grove said the introduction of Multiple Hiring Coordinators was another positive initiative which will allow faster and easier access to taxis.

'Over the last few years, we have worked closely with the Taxi Council to make the Airport more workable for drivers and more convenient for passengers to catch taxis. This latest initiative is a further example of that commitment. We look forward to monitoring the success of the trial and to determining the viability of a more permanent arrangement.'